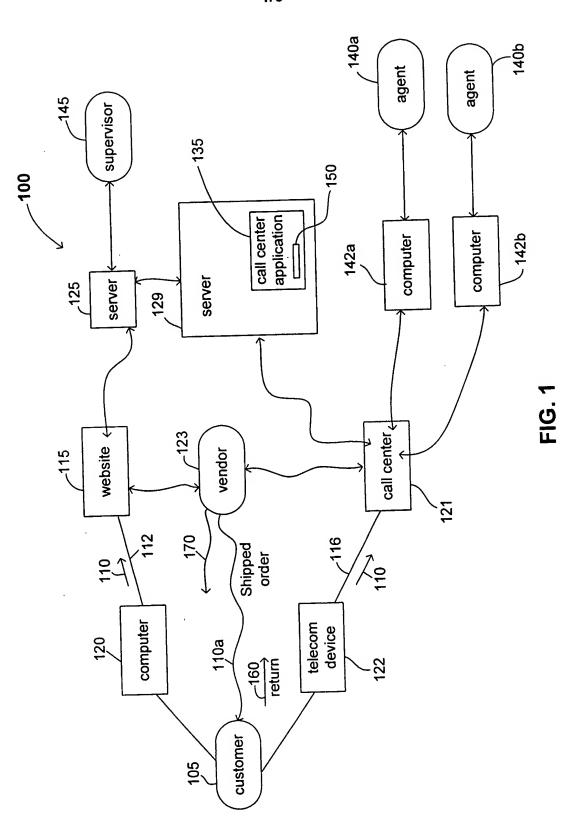
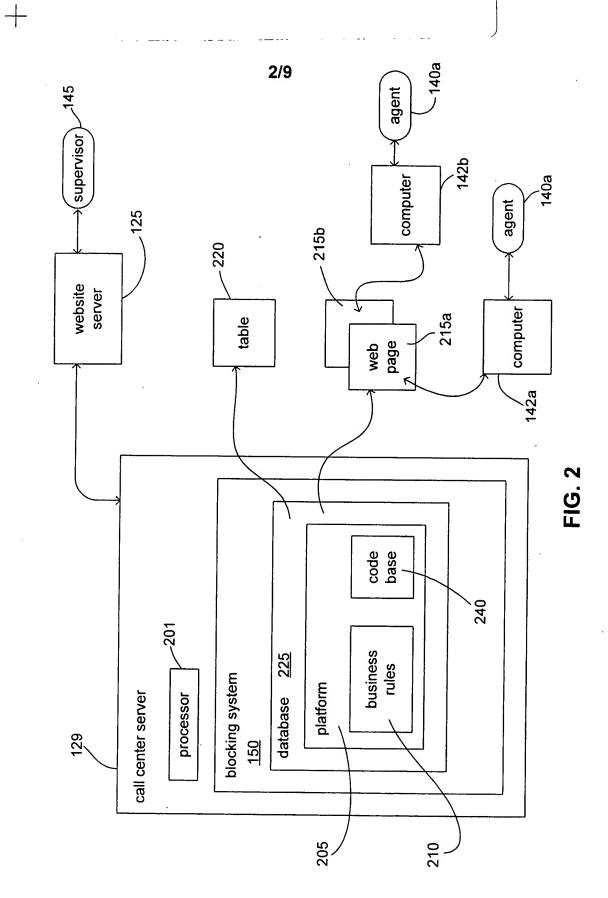
DEC 2 2 2003

APPARATUS AND PROCESS FOR BLOCKING PRODUCT RETURNS

Inventors: Cynthia Zelanis, et al. Atty. Docket No.: 200205290-1 Application No.: 10/642,876



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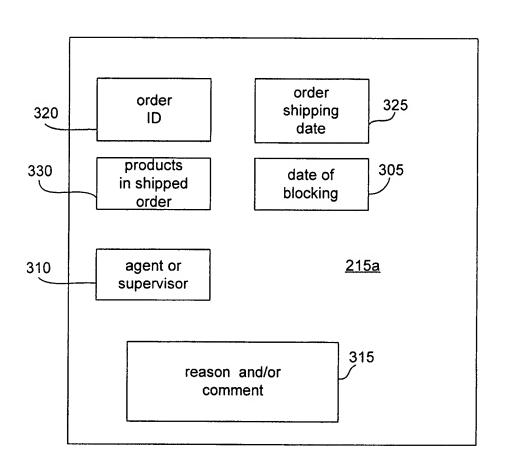


FIG. 3

Inventors: Cynthia Zelanis, et al. Atty. Docket No.: 200205290-1 Application No.: 10/642,876

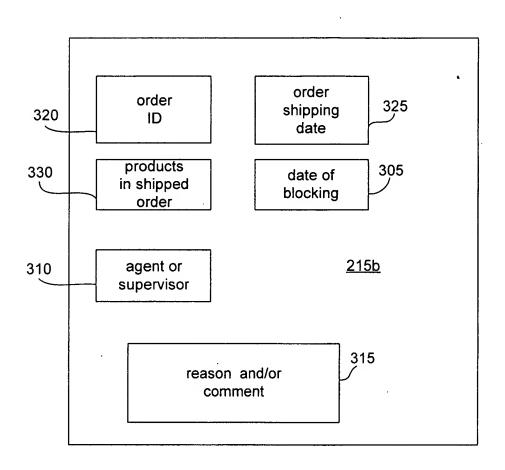


FIG. 4

Inventors: Cynthia Zelanis, et al. Atty. Docket No.: 200205290-1 Application No.: 10/642,876

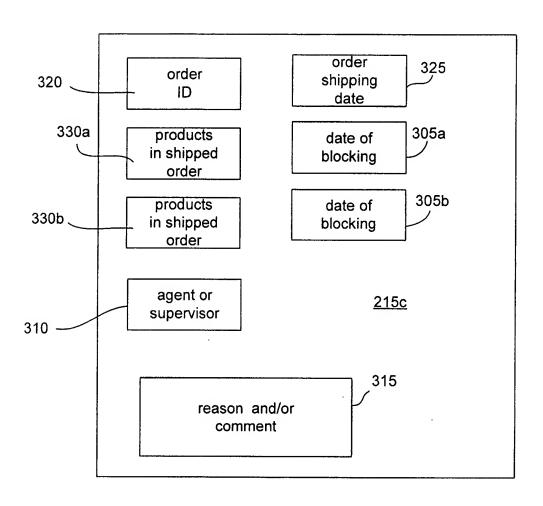


FIG. 5

Inventors: Cynthia Zelanis, et al. Atty. Docket No.: 200205290-1 Application No.: 10/642,876

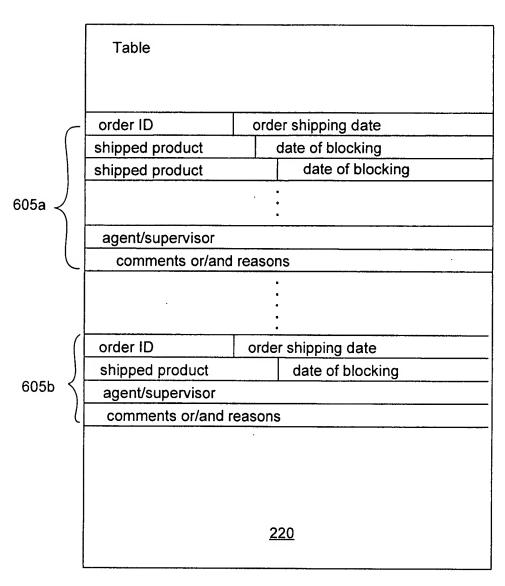
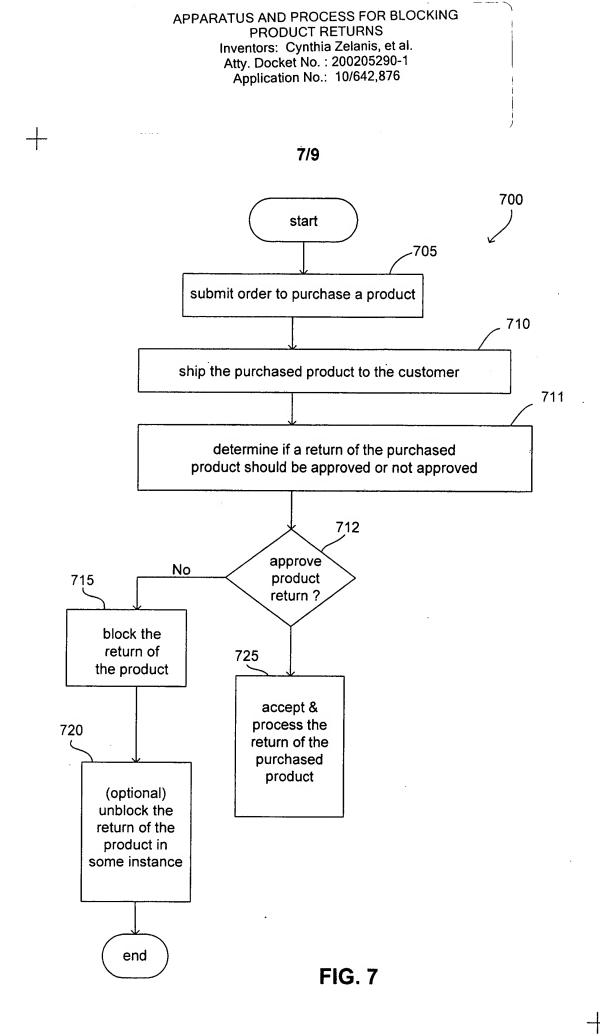


FIG. 6



Inventors: Cynthia Zelanis, et al. Atty. Docket No.: 200205290-1 Application No.: 10/642,876

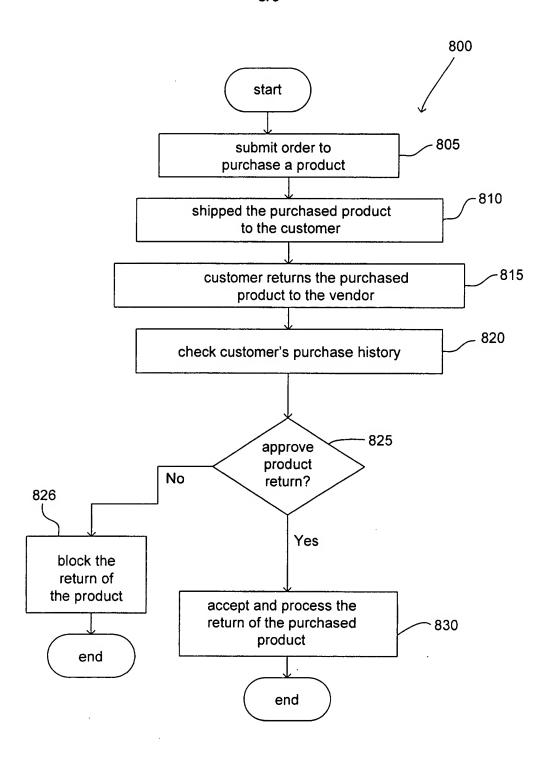


FIG. 8

Atty. Docket No.: 200205290-1 Application No.: 10/642,876 900 9/9 start submit order to purchase a 905 product shipped the purchased product 910 to the customer Investigate possible lost products 915 from the shipped order ship a replacement product(s) 920 to the customer 925 charge the cost of the replacement product(s) to an account of the vendor - 930 If the customer returns one of the purchased product or replacement product to the vendor, then accept a return of the purchased product or replacement product 935 credit the account of the vendor for the returned product end

APPARATUS AND PROCESS FOR BLOCKING PRODUCT RETURNS
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FIG. 9